



LEGAL SERVICES  
**BOARD**

Legal Services Board  
The Rookery  
2 Dyott Street  
London [WC1A 1DE](#)

[www.legalservicesboard.org.uk](http://www.legalservicesboard.org.uk)

FoI request (Ref: 20200824-01)

Thank you for your request for information about identity checks. The Legal Services Board (LSB) holds information in relation to your request as outlined below:

1) Please list the services that require users to verify their identity by sending in physical forms of documentation (e.g. a passport)?

**Recruitment of executive colleagues for the LSB and non-executive directors for the Office for Legal Complaints and the Legal Services Consumer Panel.**

**We do all our identity checks in house and do not use the services of an external company. We check identities by taking a copy of their passports.**

1a) For each of these services, how many identities were verified in this way in your 2019/20 financial year, and what did it cost to process?

**For executive colleagues, 10 identities were identified and nil cost as it was done in house as part of our existing processes.**

**For non-executive directors, 5 identities were identified and nil cost as it was done in house as part of our existing processes.**

1b) Are these verifications performed by a third party or conducted by an in-house team?

**In-house.**

2) Please list the services that allow users to use a digital method for proving their identity; and name the methods used (e.g. Gov.UK Verify or other equivalent digital biometric identity method)?

**N/A**

2a) For each of these services, how many identities were verified in this way in your 2019/20 financial year, and what did it cost to process?

**N/A**

If you are dissatisfied with this response to your request for information, you have the right to ask for an internal review / to submit a complaint (see [LSB's Freedom of information – Complaints procedure](#)).

If you are dissatisfied with the outcome of your complaint, you may refer the matter to the Information Commissioner for a decision. Please be aware that the Commissioner will be unlikely to make a decision until you have been through our internal [complaints procedure](#) first. You can write to the Commissioner at:

FOI/EIR Complaints Resolution  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

The reference for your request, which should be quoted in all correspondence, is: 20200824-01.